

EXHIBIT C

LAC+USC MEDICAL CENTER POLICY

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Subject: BEHAVIOR RESPONSE TEAM	Original Issue Date: 9/08/08	Policy # 904	
	Supersedes: 4/12/16	Effective Date: 8/16/21	
Departments Consulted: Restraint & Seclusion Committee Department of Psychiatry Nursing Services Los Angeles Sheriff's Department	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Council	Approved by: (Signature on File) Chief Medical Officer	
		(Signature on File) Chief Executive Officer	

PURPOSE

To describe the roles and responsibilities of the Behavior Response Team (BRT) in managing severely aggressive or self-destructive patient who places self or others in imminent danger.

POLICY

The goal of the LAC+USC Medical Center is to move toward a restraint-free environment. To that end, the Medical Center shall strive to prevent, reduce, and/or eliminate the use of restraint and/or seclusion. The BRT is utilized to provide control of the situation and de-escalation through the use of less restrictive alternatives, in collaborative effort among all team members. In this process, BRT shall ensure that dignity; safety and rights of the patient are preserved.

The development of the BRT shall assist the Medical Center in the accomplishment of this goal by:

- Preventing emergencies that have the potential to escalate into patient behaviors that could cause physical harm to self or others.
- Utilizing non-physical interventions as the first choice unless safety issues demand an immediate physical response.
- Limiting the use of restraints and/or seclusion to emergencies where there is an imminent risk of physical harm to a patient or others.
- Utilizing the least restrictive form of restraint when restraint is necessary.
- Preserving patient safety and dignity when restraints and/or seclusion are used.

Code Gold is for patient mental health and behavioral response episodes.

TEAM COMPOSITION

The Emergency Room (ER) BRT shall respond to Code Gold calls in the ER. The Inpatient (IPT) BRT shall respond to all other Code Gold calls outside the ER. Hawkins BRT shall respond to Adult/Adolescent Psychiatric Inpatient Services located at Hawkins. The teams will operate on a twenty-four-hour basis, seven days of the week. The team may consist of Nursing Attendants, Hospital Medical Assistants, Licensed Psychiatric Technicians, Licensed Vocational Nurses or Security staff who are under the direction of the BRT Registered Nurse (RN) Clinical Leader. The

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ER BRT Clinical leader is the ER RN who is assigned to the patient. A nurse manager or house supervisor responds to Code Gold to provide support and directions as necessary.

BRT ROLE (s) AND RESPONSIBILITIES

As outlined in the BRT Job Duty Statement, the BRT is expected to perform the following duties and responsibilities, which include but are not limited to:

- Provide assistance in controlling a severely aggressive or self-destructive patient who places self or others in imminent danger.
- Perform effective techniques in approaching and reducing tension of an aggressive patient. Non-physical interventions shall be utilized as the first choice, unless safety issues demand an immediate physical response.
- Demonstrate effective skills in team approach.
- Perform nonviolent crisis intervention physical techniques.
- Apply restraints in the least restrictive manner as possible if de-escalation or control of the situation is deemed not feasible.
- Maintain a planned environment that is physically and emotionally conducive to patient's safety and well being in collaboration with ward clinical staff. Potentially dangerous items from the patient/environment shall be removed.
- Ensure each restraint is clean, in working order and fits properly.
- Maintain appropriate and professional attitude/behavior towards patients/co-workers at all times.
- Maintain confidentiality of patient information.

In addition to the above roles and responsibilities, the BRT clinical leader shall perform the following:

- Direct, coordinate, and supervise the BRT members in controlling a severely aggressive or self-destructive patient who places self and others in imminent danger.
- Ensure and monitor BRT members demonstrate safe and competent application of hard restraints.
- Ensure the BRT members respond to Code Gold within the established response time.
- Ensure BRT members maintain a planned environment that is physically and emotionally conducive to patient's safety and well being in collaboration with ward clinical staff.

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- Monitor the restraints availability, usage, cleaning and storage at all times.
- Conduct debriefing with the BRT members, ward clinical staff and Los Angeles Sheriff.
- Conduct an evaluation of Code Gold response on each shift and submits to his/her nurse manager or designee monthly.

ROLE OF LOS ANGELES COUNTY SHERIFF'S PERSONNEL (LASD)

- In the event that the patient cannot be controlled by less restrictive alternatives and an Assault or other crime has occurred or appears likely to occur; the clinical team leader may turn over to LASD personnel to assume responsibility.
- The LASD responders will be near the immediate area of the affected unit until they have had responsibility turned over to them. The clinical team leader will turn over responsibility to the LASD Personnel in charge. This direction will only take place when it has been determined that an assault is likely to occur or has occurred, and any lesser intervention will result in severe harm to the patient, staff or others. Such direction shall be documented by nursing staff in the medical record.
- At such time as a LASD personnel assumes control of the situation, they shall proceed as law enforcement officers using appropriate law enforcement techniques in accordance with LASD's own policies and procedures.
- In addition, once the emergency is under control, LASD personnel shall exercise the normal discretion according to LASD personnel and determine the appropriate disposition of the patient (e.g. whether to remove the patient to another venue or to turn over custody of the patient back to the health care team). LASD personnel shall ensure the incident and actions taken are documented in its Use of Force Report Form.
- In the event that the patient in custody of LASD personnel, LASD personnel shall provide written notification to the appropriate medical staff.
- In circumstances where LASD personnel have assumed control of the situation, nursing staff shall document in the patient's file the actions taken by LASD, including the name of LASD personnel, date/time of the incident, and whether the LASD personnel removed the patient from the hospital or returned the patient to the custody of the medical staff.

PROCEDURE

Ward Staff Role(s) and Responsibilities

In the event that a patient demonstrates an unanticipated severely aggressive or self-destructive behavior, which places the patient and others in imminent danger, the ward staff will utilize less restrictive measures. Less restrictive measures include, but are not limited to, verbal de-escalation, decrease stimulation, medication administration, and provision of diversion activities.

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When less restrictive measures are ineffective, the ward staff shall activate Code Gold. The charge nurse or designee shall perform a hand-off communication to the IPT BRT clinical team leader upon arrival. The requesting ward's nursing staff shall assist with the Code Gold along with the BRT members.

Code Gold Activation

1. Call extension 111 (LAC+USC), (424) 338-2555 Hawkins
2. Request to activate Code Gold
3. Provide your name, location, and extension.
4. The operator shall do an overhead page and activate the BRT group pager.
5. The operator shall call the requesting ward to verify the BRT's response.

TRAINING

Prior to participating in Code Gold BRT members shall receive training and demonstrate competency in:

- Nonviolent Crisis Intervention (NCI)
- Nonviolent Crisis Intervention Refresher annually
- Restraint Application
- Restraint and/or Seclusion Policy/Protocol
- Care of Patients in Restraints and/or Seclusion
- Restraint Documentation

Mock Code Gold drills are conducted on a scheduled basis to evaluate competency and effectiveness of BRT members.

REVISION DATES

September 8, 2008; October 8, 2008; November 8, 2011; April 12, 2016; August 16, 2021

This informational brochure is being provided to orient forensic personnel guarding an inmate who is a patient at LAC+USC and to provide information about the hospital's policies and procedures. It is designed to provide an overview of this information and is not intended to be a comprehensive guide. For further detail about a particular subject, forensic personnel should contact the patient's nurse or Los Angeles County Sheriff at **(323)409-3333** or dial **x3333** from within the hospital.

Question: Who are Forensic Staff?

Answer: Forensic Staff are non-hospital law enforcement personnel, other than Los Angeles County Sheriff Department personnel assigned to LAC+USC, who are responsible for transporting patients/inmates to/from LAC+USC and guarding patients/inmates while at LAC+USC.

Question: Why do I have to know this information?

Answer: This information is important to ensure patient safety and maintain adherence with accrediting agencies, rules and regulations in providing orientation to all Forensic Staff.

Forensic personnel are reminded that, whenever a member of the Hospital staff enters the guarded patient/inmate room, the person guarding the patient/inmate must remain in the room at all times.

LAC+USC Emergency Codes

INCIDENT	EXT. /TELEPHONE NO. TO CALL	PAGING CODE
Adult Medical Emergency	Ext 111	Code Blue
Pediatric Medical Emergency	Ext. 111	Code White
Fire	Ext. 111	Code Red
Mental Health/Behavioral Response	Ext. 111	Code Gold
Combative Person	Ext. 111 and Ext. 333	Code Gray
Person with Weapon and/or Active Shooter and/or Hostage Situation	Ext. 111 and Ext. 333	Code Silver
Patient Elopement	Ext. 111	Code Green
Child Abduction	Ext. 111 and Ext. 333	Code Purple
Infant Abduction	Ext. 111 and Ext. 333	Code Pink
Hazardous Material Spill/Release	Ext. 111	Code Orange
Bomb Threat	Ext. 111 and Ext. 333	Code Yellow
Urgent Medical Attention to In-Patients	Ext. 111	Code Rapid Response
Urgent Medical Assistance to Out-Patients, Visitors and Staff	Ext. 111	Code Assist
Potential Disaster	Ext. 111	Code Triage Alert
Internal Disaster	Ext. 111	Code Triage Internal
External Disaster	Ext. 111	Code Triage External

Disaster Response – Remain on duty and keep telephone lines clear. Stand by to assist as instructed.

EMERGENCY PHONE NUMBERS

Los Angeles County Sheriff (323) 409-3333

Emergency x333 or x111

**To Report an incident from a non-in-house phone
(323) 227-0410**

**LAC+USC Medical Center
FORENSIC LAW ENFORCEMENT
SIGN-IN SHEET**

LAC+USC Medical Center



Forensic Orientation for Law Enforcement Agencies Guarding or Transporting a Patient/Inmate within LAC+USC Medical Center

Mission Statement: To provide fully-integrated, accessible, affordable and culturally sensitive care, one person at a time.

Vision Statement: To be nationally recognized for our superior patient care, medical education, clinical research and contributions to community health.

Values: We have an obligation to improve the health care status of the communities we serve by providing accessible, affordable and culturally sensitive healthcare. We actively contribute our clinical expertise to provide a valuable service, while gaining community trust.

**Orientation Information for Law Enforcement Agency
Personnel Guarding a Patient/Inmate at LAC+USC
Medical Center (LAC+USC)**

1. **Identification of Hospital Personnel** – All hospital staff, including, physicians are required to wear their hospital identification badges. If you have any questions about someone entering a patient/inmate room, contact the charge nurse or Sheriff. The Sheriff can be reached at **(323)-409-3333**.
2. **Nursing Contacts** – Be familiar with the patient's/inmate's assigned nurse(s). They will be your primary contact for information about the patient/inmate's condition.
3. **Hospital Orientation** – Become familiar with the location of the Nurses' Station and work areas. Stairs are located at the end of each floor and next to the service elevator bay. Elevators are located in the center of the building. When escorting a patient/inmate from the Jail Ward of the Diagnostic Tower, use elevators #13 or #14.
4. **Bomb Threats** – Report any bomb threats immediately to the charge nurse. Check the patient's/inmate's room for anything out of the ordinary. If anything is found, **DO NOT TOUCH IT**. The charge nurse will initiate appropriate actions.
5. **Hospital Life Safety** – LAC+USC Medical Center campus is a smoke-free facility. Smoking is not permitted inside any LAC+USC Medical Center building, structure, or vehicle. Additionally, smoking is not permitted anywhere outside on hospital grounds.

If medical equipment is not functioning properly or could be a safety hazard, report to the patient's/inmate's nurse.
6. **Patient Information and Law Enforcement:** Under California Law, except for persons under arrest, patients have a right to agree or object to being interviewed or photographed by law enforcement personnel. If the patient agrees, law enforcement shall be given unobstructed access to the patient, except where the patient's health is jeopardized. Medical Record information may be obtained from the facility Health Information Management Department through a legally-compliant authorization, subpoena, court order, or search warrant. Violations of State or federal privacy laws may subject you to criminal and/or civil penalties and/or imprisonment. Requests for information from the media are to be referred to Hospital Administration at **(323) 409-2800**. After hours, refer such calls to Nursing Administration at **(323)409-6747**.

7. **Infection Prevention & Control** - Hand hygiene is the most important intervention in preventing the spread of infections. Hand washing consist of water, soap and friction for a minimum of 15 seconds. The Hospital also has alcohol-based hand-rub that can be used to clean hands between patient contacts. Staff shall perform appropriate hand hygiene when entering and exiting a patient/inmate room or care area. Do not touch any soiled linens, dressings, or body fluids. If you have signs/symptoms of a contagious disease and/or you may have a potential exposure, contact the assigned nurse for medical guidance or precautionary measures.
8. **Fire Safety** – Fire Alarms are announced overhead to notify building occupants of a fire emergency by the page **"CODE RED"**, followed by the location. To report a fire, dial 111 or pull one of the manual pull stations located in the hallways. Notify the charge nurse. In the event you are instructed by the nurse or Security to move the patient/inmate, follow the policy of your agency with regard to securing the patient/inmate UNLESS it interferes with medical treatment.
9. **S.A.F.E. AND P.A.S.S.** – These are the acronyms used in this Hospital for fire safety. **"SAFE"** stands for **"SAVE LIVES, ALARM, FIGHT FIRE, and EVACUATE"**. This is the procedure that must be followed during a fire. **"PASS"** stands for **"PULL, AIM, SQUEEZE, and SWEEP"**, which is used when discharging a fire extinguisher.
10. **Crisis Intervention** – Law Enforcement Officers guarding the patient/inmate will resolve altercations or other problems in accordance with their agency's policies and procedures, until care is turned over to the medical staff. The charge nurse and Los Angeles County Sheriff should be notified of all incidents that occur in the Hospital. Problems with visitors, other patients, or staff will be handled by the Los Angeles County Sheriff.
11. **Restraints for Clinical or Law Enforcement Purposes** – Forensic Staff restraint devices (e.g., handcuffs or shackles) are used by forensic staff when transporting the patient/inmate. Forensic restraints are NOT to be used in the clinical management of patients. Clinical (behavioral or medical/surgical) restraints are used by medical staff to protect the patient when other less restrictive alternatives are ineffective. The Hospital staff has detailed policies regarding the use of clinical restraints.

Forensic restraints refer to the use of handcuffs or other restrictive devices, applied by law enforcement officials who are not employed by or contracted by the Hospital. Forensic staff are responsible for monitoring

and maintaining the custody of the patient/inmate and will determine when the patient's/inmate's restraint device may be removed in accordance with federal and state laws and regulations. This does not diminish the Hospital's responsibility for appropriate assessment and provision of care to the patient/inmate.

12. **Emergency Medical Conditions** – In the event the patient/inmate is in medical distress, or there is an immediate threat to life the medical/nursing staff will direct law enforcement personnel to remove forensic restraints. Forensic staff will provide clearance to allow the medical staff to attend to the patient's/inmate's medical needs. Forensic staff should stay within five feet of the patient/inmate at all times without interfering with the delivery of medical care, in both emergency and non-emergency treatment situations.
13. **Visitors and Telephones** – The patient/inmate being guarded does not have the right to receive visitors or telephone calls, unless he/she is in compliance with the policies and procedure established by the agency guarding him/her.
14. **Food and Other Non-Medical Items** – The patient/inmate being guarded is not permitted to receive food or other non-medical items from a non-hospital source, unless approved by medical personnel and the forensic personnel guarding the patient/inmate.
15. **Discharge and Continued Care Needs** – The forensic staff will transport the patient/inmate back to the correctional facility at the time of discharge. Discharge instructions on continued care of the patient/inmate and follow-up instructions will be provided. If you have any further questions, please ask the assigned nurse.
16. **Breaks and Meals by Forensic Personnel** – If no one in the agency responsible for the patient/inmate is available to relieve the forensic staff for breaks or meals, you should contact Los Angeles County Sheriff at **(323) 409-3333**. **NEVER leave the patient/inmate alone or unattended.** Always obtain proper relief. The cafeteria is located in the Inpatient Tower (IPT) on the second floor.
17. **Other** – The patient/inmate being guarded must respect the rights of other patients and must follow the Hospital's procedures and regulations.

